



Keeping Kennet Special

**Service Delivery Plan
2008 to 2009
Corporate Services**

1 Key New Tasks and Service Developments for 2008 to 2009

Key Task 2008-2009	Corporate Strategy Reference	Comments	Revenue Costs/ savings
Establishment of Area Boards	Community Leadership		Officer time

2 Performance Management

Performance Indicators		Actual 2005/06	Actual 2006/07	To Sept 2007	Target 2007/08	Target 2008/09	Target 2009/10	Top Quartile 2005/06	Bottom Quartile 2005/06
C001	Publication of the annual BVPP by 30 th June	Yes	Yes	Yes	Yes	Yes	Yes		
C002	% Minutes produced within 7 days	94.25%	84%	100%	100%	100%	100%		
C003	% produced accurately	100%	100%	100%	100%	100%	100%		
BV3	Overall satisfaction with the local authority	N/A	50%	N/A	N/A	N/A	60%	58%*(06/07 figure)	48%*(06/07 figure)
C006	No of press releases	255	236	109	250	250	250		
C007	No of mentions in local media as a result of press releases	167	227	66	160	170	180		
	% of mentions in the local media that arose from a press release	65.49%	96%	47%	64%	68%	72%		
	Awareness of community plans	37%	n/a	n/a	Measure d every 2 years.	45%			